

Position Description

Support Coordinator



Organisation	Agile Support Services
Location	Tamworth, NSW
Employment Status	Part-Time
Reports To	Managing Director

Organisation Overview

Agile Support Services (Agile) is a small, family owned, NDIS registered disability service provider that operates within Tamworth and surrounding areas. Agile provides support coordination services for adults and children with disability. Agile prides itself in delivering person centred services that always look to build the confidence and independence of the individual with a disability.

Agile makes the following commitments to all its clients;

1. We will always strive to deliver quality, professional services, every time.
2. We will take the time to listen to you and be responsive when you need us.
3. We will deliver services that represent value for money through our honesty and integrity.
4. We will strive to continuously improve our services by hearing your feedback and acting on it.

Purpose of Position - Support Coordinator

Agile's Support Coordinator is responsible for providing non-clinical care and practical support to eligible individuals with an NDIS Plan. In particular, Agile's Support Coordinator will:

- Assist clients to navigate the NDIS system and support them to achieve their identified goals.
- Facilitate connections with the right resources and providers.
- Support clients to implement their NDIS Plan to maximize the value for money they receive from their supports.
- Help clients become empowered regarding the NDIS, coordinating their supports and achieving their goals.

The position will commence as a Part-Time role with a view to quickly increase to Full-Time.

Key Responsibilities

Relationship Management

- Develop and maintain collaborative relationships with key stakeholders that result in positive interactions and minimal service delivery issues. Key stakeholders include, Clients and their families, carers and/or guardians, NDIS service providers, allied health professionals and members of the broader community.
- Respond to all enquiries from clients and other stakeholders in a timely and helpful manner.
- Use the most appropriate methods of communication with clients and other stakeholders that supports the client to achieve their goals, e.g. face to face, off-site, home visits, telephone, email, video link etc.

Support Coordination Administration

- Contribute to Agile's client database including creating client profiles, note-taking, budgets, client goals and strategies.
- Complete a range of internal and external reports relating to clients and the service provided by Agile.
- Ensure all administrative tasks and workflow documents are up to date and reflect correct procedures and processes.
- Other duties within the scope of the role and skills of the incumbent as directed by the Managing Director.

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Service Delivery

- Provide person centred, practical support to clients and their families/carers in accordance with the client's NDIS Plan to increase client capacity to independently manage their NDIS plan.
- Research NDIS service providers to gain understanding of services available to clients.
- Develop and maintain a comprehensive register of NDIS service providers including their capacity to provide services to clients with different needs/challenges.
- Present NDIS service provider information and options to clients in a non-biased fashion to enable them to make informed choices.
- Actively assist NDIS clients to:
 - connect with health, clinical and community-based support services as outlined in their NDIS plan,
 - understand funding flexibility,
 - reach decisions regarding services,
 - reach agreement with providers,
 - commence service and support new arrangements to maximise outcomes,
 - link with providers and both formal and informal community supports,
 - address barriers to participation, and
 - resolve service delivery issues.
- Ensure quality performance by participating in internal audit procedures such as spot checks, performance evaluations and continuous quality improvement initiatives.
- Create and update individualised case files in accordance with Agile company policies.
- The role is based in Tamworth but may require travel to surrounding areas as part of supporting clients.
- Some out of hours work on evenings and weekends may be required (e.g. Saturday mornings or early evening) for which flexible working hours may be negotiated with the direct supervisor.

Professional Development and Self-Management

- Maintain and develop professional skills and knowledge through involvement in ongoing professional development activities.
- Maintain contemporary knowledge of best practice disability support services.
- Actively participate in team and organisational meetings and performance reviews.
- Behaviour and decisions to align with Agile's values, Employee Code of Conduct and related policies and procedures.
- Personal appearance to be neat and tidy, consistent with Agile's standards of dress.

Work Health and Safety

- Exercise duty of care and work in a safe and efficient manner, having regard for your own safety and the safety of others.
- Ensure that near misses, incidents, accidents and hazards are identified, recorded and managed in accordance with established policies and procedures.
- Comply so far as is reasonably able, with any reasonable instruction by management and comply with Agile's policies and procedures relating to workplace health and safety.

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Selection Criteria

Essential Criteria

- Hold a relevant tertiary qualification or appropriate disability specific qualification (Cert 4 or above) combined with a minimum 2 years' experience working within the NDIS environment, ideally in a Support Coordinator role.
- Demonstrated experience engaging and working with clients with disability, family members, service providers and other community-based organisations.
- Demonstrated understanding of person-centred practice.
- NDIS Worker Screening Check (NDISWC)
- A current unrestricted NSW Drivers Licence and have access to a comprehensively insured motor vehicle.
- Excellent written & verbal skills, with the ability to prepare clear and accurate reports and correspondence as required.
- Proven ability to monitor budgets and contribute to the budget development process.
- Ability to prioritise work, manage time and meet deadlines.
- Attention to detail and high-level discretion and confidentiality in dealing with client's personal information.
- Be technologically savvy, enjoy thinking creatively and embrace problem-solving.